



## Frequently Asked Questions EMWS

### Why is my plan or mod still on my task list?



After completing a modification or plan of care and uploading all relevant documentation, remember to return to the plan status link and under action choose the submit plan of care option. This will move the task to the PSS for plan approval.

When submitting a plan or modification, remember to check for red error messages on the plan status page. Correct these errors and then resubmit.

Once the plan or modification is sent, look under the action on the plan status link and you should see “approve plan of care” under the description, this will confirm that the plan was submitted to your PSS.

### What do I need to do to assist with the financial eligibility process?



Financial eligibility is determined after the LT104 process is complete. Medicaid eligibility for all waiver programs is now determined through the Department of Healthcare Financing, Medicaid Long Term Care (LTC) office.

Case Managers are responsible for helping Participants obtain the financial application and assisting them with the completion of the required documents. A copy of the application can be obtained by calling the LTC office at 1-855-203-2936. Please note that a financial renewal may need to be completed once funding is received.

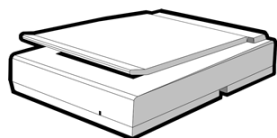
Please remember for children applying for waiver services, only the child's income and resources are considered. Parents do not need to provide documentation of their income or assets.

## WHY DO I HAVE AN “ACKNOWLEDGEMENT” TASK?

### Acknowledgment

After the plan of care is submitted and the PA's are generated, case managers will see on their task list an acknowledgement task. This means the plan is completed. Just click on the “Acknowledgment” task by going to the plan status page and submit as “complete” this will finalize the process.

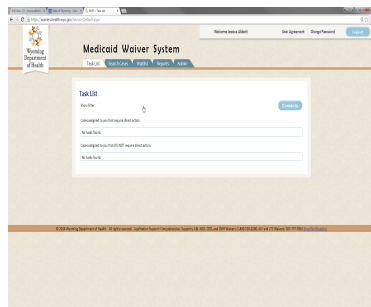
## Why isn't my scanner working?



If you are having issues with your scanner, please consult your manual or contact your local computer service center.

Our help desk does not handle any hardware issues. We handle only EMWS software issues.

## Why does the “Submit Plan of Care” link show up in my task list after I've submitted the IPC?



After you have submitted your plan of care, the “Submit Plan of Care” link shows up on your task list again because your PSS has rolled it back to you.

Click on the task and follow the instructions provided by your PSS for corrections needed and then submit the plan back to your PSS.

## Why can't I find a case by using the search function?



If you enter too much information when you are performing a search, you may receive fewer results.

Less is more, refer to your guides for additional help searching.

What do I do if I've made a mistake after clicking the "Submit" button?



Email or call your local PSS and ask them to rollback what you submitted so that you can make corrections.